

Oral and Written Expression

Meets/Exceeds Expectations

Speaks clearly and confidently without hesitation
Addresses others in an open fashion
Is totally at ease when addressing a large audience
Allows others to complete their thoughts before countering their arguments
Acknowledges others' points of view
Never has a bad thing to say about anyone
Always has a smile on her face
Articulates her thoughts clearly and logically
Constructs compelling arguments
Is effective at saying no respectfully but firmly
Uses clear and simple language
Her correspondence never gets bogged down in unnecessary detail
Is careful not to speak over her audience
Composes correspondence that is brief, well structured, and error free
Creates useful spreadsheets for capturing and filtering large amounts of data
Documents complex ideas in a user-friendly fashion
Keeps all written memos to one page
Uses bulleted formats that clearly capture an issue's salient points
Writes clear and persuasive memos
Creates and uses compelling PowerPoint slides to amplify presentation
Debates skillfully and convincingly and "holds his own" very well

Needs Improvement

Speaks too quickly and appears to ramble at times
Quickly loses her audience
Suffers from a fear of public speaking
Sometimes "whines" and weakens the value of his spoken message
Commits confidential information to e-mail
Fails to synthesize key points in his writing
Allows excessive narratives to distract from his written message
Fails to use spell check and other electronic tools
Publishes memos with spelling and grammatical errors
Tends not to stick to the point in her writing
Does not check memos for errors before distributing them
Tends to back down and acquiesce whenever openly challenged
Hesitates to verbally defend her stated position
Writes excessively long memos that make it difficult to crystallize key points
Overuses boldface and exclamation marks in his memos
Lacks a basic mastery of business writing techniques
Fails to record edits and changes in the redlining process